Privacy Policy

Storm Games Limited | Gaming software and services

Version 1.2 • Effective date: November 2026

1. Scope and identity

Storm Games Limited ("Storm", "we", "us") is a gaming software supplier registered in England and Wales under company number 04558521, with registered office at The Science Centre, Wolverhampton Science Park, Wolverhampton, WV10 9RU, United Kingdom. This policy describes our approach to personal data in connection with our gaming software, remote gaming server (RGS), integrations and related services supplied to business-to-consumer (B2C) operators. We process personal data in accordance with applicable data protection law, including the UK GDPR and Data Protection Act 2018 and, where applicable, the EU GDPR.

2. Data protection responsibilities

B2C operators are ordinarily responsible for determining how player personal data is used in connection with their casino services, including registration, identity verification, payments and responsible gambling. Where Storm processes personal data on an operator's behalf, it acts as a processor in accordance with documented instructions and the applicable data processing agreement. Where Storm determines its own purposes and means of processing, such as managing business contacts or meeting its own legal obligations, it acts as a controller. The actual roles depend on the relevant service and processing activity.

3. Information processed

Depending on the integration, Storm may process game and session identifiers, gameplay and transaction records (such as stakes, wins and game outcomes), technical logs, device or network information, and information supplied for technical support. Storm may also process business contact details and correspondence relating to its commercial relationships. Information may be received from operators, integration partners, systems used to deliver the services or individuals contacting Storm. Storm's RGS is intended to use anonymised gaming information where applicable. Where identifiers can reasonably be linked to a player, the information is treated as personal data, even if Storm does not hold the player's name. Direct player identity documents, payment details and verification records are not assumed to be required for standard game delivery.

4. Purposes and lawful bases

Storm uses relevant information to deliver and maintain gaming services, reconcile game transactions, investigate faults, maintain security and game integrity, prevent misuse, provide support and meet applicable legal and regulatory obligations. When acting as a processor, Storm processes data under the operator's documented instructions; the operator determines the lawful basis. When acting as controller, Storm relies as appropriate on legitimate interests in secure service delivery and business administration, contractual necessity where the individual is a contracting party, compliance with legal obligations, or consent where required. Failure to provide necessary information may prevent delivery of the relevant service.

5. Sharing and disclosures

Information may be shared where necessary with the relevant operator, authorised integration partners, hosting and IT service providers, security and support providers, professional advisers, auditors and competent authorities. Where Storm acts as processor, engagement of subprocessors is subject to the applicable contractual authorisation and data protection requirements. Disclosures are limited to what is necessary for the relevant purpose or required by law.

6. International transfers

Where personal data is transferred internationally, Storm applies the safeguards required by applicable law, including adequacy decisions or appropriate contractual transfer mechanisms, such as the UK International Data Transfer Agreement or Addendum or EU Standard Contractual Clauses, where applicable. Information about relevant safeguards may be requested using the contact details below.

7. Retention and deletion

Personal data is retained only for as long as necessary for the relevant purpose, taking account of contractual instructions, legal and regulatory requirements, security needs and applicable limitation periods. Where Storm acts as processor, data is returned or deleted in accordance with the applicable agreement and lawful retention requirements. Information no longer required is securely deleted or irreversibly anonymised.

8. Information security

Storm applies appropriate technical and organisational measures designed to protect personal data against unauthorised access, disclosure, alteration, loss or destruction. Measures are proportionate to the nature and risks of processing. Where a personal data breach occurs, Storm will comply with applicable notification obligations and notify the relevant controller without undue delay where acting as processor.

9. Player rights and operator responsibilities

Individuals may have rights of access, rectification, erasure, restriction, portability, objection and withdrawal of consent, subject to applicable law. Players should ordinarily direct requests concerning their casino account, identity checks, payments or responsible gambling to their B2C operator. Storm assists operators with applicable data subject requests in accordance with its contractual and legal obligations. Where Storm acts as controller, individuals may contact Storm directly. Individuals may also complain to the Information Commissioner's Office (https://ico.org.uk/) or another competent supervisory authority.

10. Contact and policy updates

Privacy enquiries may be addressed to Storm Games Limited at its registered office stated above, marked for the attention of Data Protection, or via [insert confirmed privacy email]. Storm may update this policy to reflect changes in its services, processing practices or legal obligations. This general policy does not replace an operator's own player privacy notice or any applicable data processing agreement.

Storm Games Limited has appointed a Data Protection Officer (DPO) who is responsible for overseeing compliance with applicable data protection legislation and handling privacy-related enquiries.

Data Protection Officer: Richard Sheldon
Company: Storm Games Limited
Address: The Science Centre, Wolverhampton Science Park, Wolverhampton, WV10 9RU, United Kingdom
Email: richardsheldon@stormgt.co.uk

Any questions, concerns or requests relating to the processing of personal data should be directed to the Data Protection Officer using the contact details above.

Storm Games Limited reserves the right to update this Privacy Policy to reflect changes in its services, processing practices or legal and regulatory obligations.

This Privacy Policy does not replace a B2C operator's own player privacy notice or any applicable Data Processing Agreement.