

ATPTurbo Privacy Policy

ATPTurbo is committed to protecting your privacy. We want you to understand what information we collect, what we don't collect, and how we collect, use, and store information.

We do not share log information with third parties for their use and information collected is only used for diagnostic and for improving Application functionality to provide a “best in class” service. We collect logs relating to crash data, server performance, and destination IP address. We DO NOT sell or disclose data to third parties any data for any purpose. These items must be collected solely in order to provide and improve Application functionality.

Our guiding principle toward data collection is to collect only the minimal data required to operate a “best in class” service at scale which will increase User's throughput speeds for lossy connections.

This privacy policy will help you understand how APSI Sports and Gaming Technology Inc. (“ATPTurbo,” “we,” “our,” or “us”) collects, uses, and stores information.

General Information

ATPTurbo collects two types of information:

(i) Aggregate Apps and ATPTurbo connection summary statistics

ATPTurbo collects logs relating to crash data, server performance, destination IP address and location information of User and maintains summary statistics and aggregate information. ATPTurbo collects minimal information about system usage in order to maintain excellent customer support and “best of class” service. The section below specifies in detail what information we collect.

(iii) Anonymous app diagnostics, including crash reports

App diagnostic data, which include crash reports, usability diagnostics, and APSI transport protocol (ATP) connection diagnostics, are anonymized and cannot be tied back to individual ATPTurbo users.

Personal Information

ATPTurbo collects personal information that you provide to us directly through Contact Us application page when you contact us. We require that you provide personal information, such as your name, email address, and phone number information, in order to respond to support queries that you initiate.

ATPTurbo uses your email address for the following reasons:

- To communicate with you about your ATPTurbo services or respond to your communications.

ATPTurbo uses your personal information only for the purposes listed in this Privacy Policy, and **we do not sell your personal information to third parties.**

Aggregate Apps and ATPTurbo Connection Summary Statistics

We ensure that we never log data content, or DNS queries. We log:

- We record target IP address to measure system performance.
- We record network error to measure system performance.

In order to maintain excellent customer support and quality of service, ATPTurbo collects the following information related to your ATPTurbo usage:

Apps and Apps versions

We collect information related to which App version(s) you have activated. Knowing your current version of the App allows our Support Team to troubleshoot technical issues with you.

Summary

We collect minimal usage statistics to maintain the User's "best in class" experience.

Anonymous App Diagnostics, including Crash Reports

We collect anonymized app diagnostic data, which include crash reports and ATPTurbo connection diagnostics. We use this data in our network operations tools to help optimize network speeds and to let us identify problems and areas for improvement related to specific apps, ATPTurbo servers, or network connectivity.

- App diagnostics, including crash reports, also without any personally identifiable information. These may be handled in an anonymized form by these third parties, dependent on the platform you are using ATPTurbo on:
 - **iOS:** such as: Firebase Crashlytics, owned by Google, and Apple. See [Apple's Privacy Policy](#) and [Firebase's Privacy and Security documentation](#).
 - **Android:** such as: Firebase Crashlytics, owned by Google. See [Firebase's Privacy and Security documentation](#).

Jurisdiction and Applicable Law

ATPTurbo's core mission is to increase throughput speeds faced with lossy or congested connections while keeping your information private. In service of this mission, ATPTurbo's headquarters and registered place of business is Utah, USA.

Storing of Information Related to Email, Live Chat, and Feedback Forms

ATPTurbo keeps records of any correspondence, questions, complaints, or compliments you submit to us through our web Site or Services, along with our response. Depending on how you contact ATPTurbo, we may collect your email address and any additional information you provide to us. Having full correspondence records enables our staff to provide the best possible customer support experience.

When you correspond with us, ATPTurbo or its agents will store your correspondence records—including your email address, as well as user and device attributes that help with troubleshooting, such as the country you are contacting us from and your device's operating system. Both platforms utilize modern security practices and HTTPS encryption.

Security Measures to Protect Your Information

ATPTurbo uses best-in-class physical, procedural, and technical security with respect to our offices and information storage facilities so as to prevent any loss, misuse, unauthorized access, disclosure, or modification of information. Access to user information is restricted to staff who require such access to perform their job functions.

While we believe these systems are robust, it is important to understand that no data security measures in the world can offer 100% protection.

Servers are housed in data centers with strong security practices. None of these data centers require us to collect or store any traffic data or personal information related to your use of ATPTurbo Services

Consent and Age Restrictions

By using the web Site, Content, Apps, Software, or Services, you agree to have your information handled as described in our Privacy Policy.

The Services are intended for adults aged 18 and above. If you believe your child has provided information to us, please let us know immediately.

Users in the European Union

ATPTurbo is committed to user privacy globally, and our existing practices reflect that through minimal collection of data and ensuring users have control over their personal information. The

General Data Protection Regulation (GDPR) of the European Union (EU) requires us to outline those practices in a specific manner for users in the EU.

In line with the GDPR, we collect and process the data outlined in this Privacy Policy on one of the following bases, depending on the circumstances:

- For the purposes of fulfilling our contractual obligations to users, including:
 - Providing users with the Services and Apps they have requested.
 - Providing customer support.
- For a legitimate interest associated with the operation of our business, including:
 - Enhancing the quality, reliability, and effectiveness of our Site, Services, and Apps.
 - Communicating with customers to provide information and seek feedback related to our Services and Apps.
- With the consent of users, which users can withdraw at any time.

You can exercise your rights under the GDPR to access, transfer, correct, delete, or object to the processing of your personal information by contacting us at info@apsiwifi.com.

Changes to the Privacy Policy

We may change our Privacy Policy from time to time, without prior notice to you, consistent with applicable privacy laws and principles. Your continued use of the Site or Services constitutes your acceptance of our Privacy Policy.

How to Contact ATPTurbo

If you have any questions regarding our Privacy Policy and how we handle your information, please feel free to contact ATPTurbo at the following email address:

info@apsiwifi.com

Privacy Commitment

At ATPTurbo, we take your privacy and security extremely seriously while at the same time enabling us to provide “best in class” service in enhancing throughput speeds. To best protect our customers, we follow a central principle of storing only data which will improve throughput speeds and at the same time protecting a user’s privacy or security as described in this agreement.