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, destination IP address and location information of Users. 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 three types of information:

(i) Information related to your account ("personal information")

This information is collected for the purpose of administering your ATPTurbo subscription and includes your name, email address, and payment information, which you submit on our order page when you subscribe for the Services.

(ii) Aggregate Apps and TUNNEL 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 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 the Site. We require that you provide personal information, such as an email address and payment information, in order to establish an ATPTurbo account, and so that we can email you, collect payments from you, and respond to support queries that you initiate. The specific information collected varies depending on the payment method you choose.

With some forms of payment, the Site may redirect you to the website of a third-party payment processor to complete the transaction. To understand what personal information these processors collect and store, please refer to the respective processor's terms and privacy policy.

ATPTurbo uses your email address for the following reasons:

- To send emails related to payment transactions.
- To provide links to our Site, including password reset emails.
- To send you updates and announcements.
- To enhance performance throughput and increase throughput speeds.
- To communicate with you about your TUNNEL services or respond to your communications.
- To send marketing information, such as ATPTurbo offers, surveys, invitations, and content about other matters in connection with ATPTurbo ("**Marketing contacts**").

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 TUNNEL Connection Summary Statistics

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

- We look at location of where the device is located when service is initiated.
- We record target IP address to measure system performance.

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

Apps and Apps versions

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

Successful connection

We collect information about whether you have successfully established a TUNNEL connection on a particular day and time, to which TUNNEL target IP address, and from which country/ISP

(but not your source IP address). This minimal information assists us in providing technical support, such as identifying connection problems, providing country-specific advice about how to best use our Service, and to enable ATPTurbo engineers to identify and fix network issues.

Aggregate sum of data transferred (in MB)

We collect information regarding the total sum of data transferred by a given user. Although we provide unlimited data transfer, if we notice that a single user pushes more traffic than thousands of others combined, thereby affecting the quality of service for other ATPTurbo users, we may contact that user for an explanation.

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, usability diagnostics, and TUNNEL connection diagnostics. We use these 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, TUNNEL servers, or ISPs.

- Diagnostic information about if and how a TUNNEL connection attempt failed.
- Speed test data.
- App diagnostics, including crash reports and usability diagnostics, also without any personally identifiable information. These may 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 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 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 TUNNEL Services

Cookies and Mobile Identifiers
What is a cookie?

A cookie is a small text file used to store information about your visit to the Site. Cookies let ATPTurbo optimize and improve the user experience of the Site by helping us deliver certain functionalities, such as website login and language settings. The cookies we use may vary over time as we continuously update and improve our Site.

Disabling cookies

You are free to change your cookie preferences at any time. You can do this in the settings panel for your browser. Depending on which browser and device you use, you may be able to control which cookies you allow, which cookies you want to block in the future, and delete cookies. For more information about these settings, please refer to the "help" section of your browser. Note that ATPTurbo's Site may not work as intended if you choose to disable cookies.

ATPTurbo's cookies

The cookies set by ATPTurbo enable us to set your language preference, attribute visitors to a marketing channel, and, once you log in, securely show you information that is specific to your account. The cookies contain a user identifier, but no directly personally identifying information such as your name or email address, and do not track any activity outside of ATPTurbo's domains.

Third-party cookies

ATPTurbo uses third-party services such as Google Analytics and Adwords. Cookies from such services are used to collect data for statistical reports. For example, we may generate reports regarding the amount of time users spend on the Site and the number of users who visit a particular page.

ATPTurbo uses Google AdWords remarketing to show advertisements on third-party websites (including Google) to users who have visited our Site. We may show such users advertisements on a Google search results page, or on a site in the Google Display Network.

Third-party vendors, including Google, use cookies to serve ads based on someone's past visits to the Site. Any data collected will be used in accordance with our Privacy Policy and Google's privacy policy. Users may opt out of Google's use of cookies by visiting the Google Advertising Opt-out Page. Users may opt out of Google Analytics by visiting the Google Analytics Opt-out Page. Users may opt out of third-party vendor use of cookies by visiting the [Network Advertising Initiative Opt-out Page](#).

Mobile Identifiers

A mobile identifier is an identifier provided by an Android or iOS device. It does not contain your name or email address. ATPTurbo uses mobile identifiers to generate statistics related to the marketing channels and advertising partners through which users learned about and signed up for ATPTurbo mobile apps.

Disabling or resetting mobile identifiers

Users may disable or reset the mobile identifiers associated with their devices at any time. For instructions, see [Apple's page on Advertising & Privacy on iOS devices](#) and [Google's page on Managing your Google Settings on your Android device](#).

Third-Party Websites

The Site may contain links to external websites that do not fall under ATPTurbo's domain. ATPTurbo is not responsible for the privacy practices or content of such external websites.

Consent and Age Restrictions

By using the 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.
    - Managing user subscriptions and processing payments.
    - 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.