**UP - GDPR Deletion - Request Confirmation**

Hello,  
  
You’ve requested the deletion of your game account.  
  
To fully comply with this request, it means the permanent termination of your game account. This includes the deletion of all in-game currency and progress, whether paid for or not. Note that we may still retain some of your data after the termination of your game account. For more information concerning this, please refer to our Privacy Policy (https://projectx.com/en/privacy-policy/).  
  
If your account is connected to a other games, please specify in your next message if you would also like to delete the other games or not.  
  
Keep in mind that, while the deletion is in progress, you will not be able to log in to the game.  
  
Important! Your ID will not be deleted as long as it is connected to any of our games.  
  
Please confirm if you still wish to proceed with the deletion of your game account.  
  
Awaiting your reply.  
  
Regards,

**UP - GDPR Deletion - In Progress**

Hello,  
  
Thank you for getting back.  
  
We have now processed your request and have scheduled the deletion of your account. You will start seeing a notification in-game about the deletion shortly.  
  
Please note: if you wish to cancel this deletion request, you have to contact us again as soon as possible. We cannot guarantee that the deletion can still be canceled, as it has already been scheduled.  
  
If you have any further questions, please let us know.  
  
Sincerely,

**UP - Privacy Policy/Data Collection**

Hi there,

Thanks for reaching out.

The company query standards comply with all applicable data collection laws. Your privacy is of the utmost importance to us. For details on what types of data are available when playing our games, please review our [Privacy Policy](https://supercell.com/en/privacy-policy/).

Best regards,

#### UP - Email - GDPR - Verify Ownership

Greetings,

Since it is not possible to contact us through the game, we will start the verification process here.

Please reply with the following information:

1. If, at any point, purchases were ever made on the account, please attach a full copy of the iTunes/Play Store receipt of your first ever order. For guides on how to recover receipts, go here for [iOS orders](https://support.apple.com/en-us/HT204088), and here for [Android orders](https://support.google.com/googleplay/answer/2850369?hl=en&ref_topic=3245921).
2. When (mm/yyyy) and where (city & country) was the account created?
3. What was the approximate date and time of the last session?
4. How many different devices is the game played from, and what models are they?

Please answer all the questions the best you can, as this helps us verify that we can proceed with the request.

We will cross-reference your answers with our data and reply ASAP.

Best regards,

#### UP - Email - GDPR - Deny Request

Hi there,

Thanks for getting back to me.

Unfortunately, the information you have given to us does not correspond with the data in our system. I am afraid that we are still unable to proceed with your request.

For details on what types of data are available when playing our games and the rights you have over your personal data, please review our [Privacy Policy](https://supercell.com/en/privacy-policy/).

If you have any further questions please let us know.

Sincerely,

#### UP - GDPR Deletion - Identify Reason

Hello,  
  
Thank you for playing and reaching out to us!  
  
I am very sorry to hear that you want to delete the game!  
  
Before moving ahead, could you share your reasons for requesting a deletion? This will help to choose the correct course of action.  
  
Looking forward to hearing from you!  
  
Regards,

#### UP - GDPR Deletion - Request Cancelled

Hello,  
  
Thank you for getting back to us!  
  
We have now cancelled the scheduled deletion of your game account.  
  
As soon as the cancellation goes through, you will be able to access your account again. Thank you for your patience in the meantime, and enjoy playing again!  
  
If you have any further questions, please let us know.  
  
Sincerely,

#### UP - GDPR Data Request - Deny Request (Not eligible)

Hey there,

Thank you for your patience.

We are unable to send you the requested data, as we have reason to believe that several users have had access to the game account.

A game account contains information about all users that have had access to it. We cannot be certain which data belongs to whom, and we cannot separate it or tell which portions may belong to you. We respect our player’s privacy, and therefore, we cannot comply with the request.

You can find more information on your rights, as well as your right to lodge a complaint with a supervisory authority, by visiting our Privacy Policy (https://projectx.com/en/privacy-policy/).

Please also remember that sharing accounts is against our Terms of Service (https://projectx.com/en/terms-of-service/).

#### UP - GDPR - 6 Year Retention Policy

Hey there,

Thanks for reaching out to us!

We generally de-identify player accounts that have not been played for 6 consecutive years.

For more information on how we process your personal data, including the rights you have over your data, please check our Privacy Policy (https://projectx.com/en/privacy-policy/).

If you have any further questions, please don’t hesitate to let us know.

Regards,