Duel of Wizards

Privacy notice

Duel of Wizards · Android, iOS and Steam. How we use information to run the game, and how you can control it.

www.online.duelofwizards.com/privacy

Who is responsible

The controller and game owner is Alec Media és Design Solution Kft., trading under the publisher brand ZATAK FORGE. Registered address: 4031 Debrecen, Derék utca 18. 2. em. 17., Hungary. Company registration: 09-09-036693; tax number: 32739853-1-09. Privacy and support contact: support@duelofwizards.com.

Information we use

A game account may include a technical player identifier, your chosen name and identifiers linking it to a sign-in provider. Online guest play also creates a player identifier. We do not ask for or store your sign-in password; your sign-in provider handles it.

Cloud data includes the profile, XP and crystal balances, heroes, cards, decks, rewards, purchase entitlements, duels and matchmaking records needed to run the game. Campaign and tutorial saves currently remain on your device. Settings and information needed to maintain sign-in are also stored locally.

Servers may process technical request information, IP addresses, timestamps, application and device information, and errors for operation and security. When you contact support, we process your email address, message and attachments you provide. Do not send passwords, payment-card details or unnecessary identity documents.

Purposes and legal bases

Providing accounts, saved progress, online play and purchased digital content is necessary to perform the service contract (GDPR Article 6(1)(b)). Necessary fraud prevention, security and troubleshooting rely on our legitimate interest in a safe and fair service (Article 6(1)(f)); we balance this against players' rights and do not build advertising profiles.

Mandatory accounting, consumer-protection and regulatory duties rely on legal obligation (Article 6(1)(c)), as does handling privacy-rights requests. Optional features requiring consent may only be enabled with separate, withdrawable consent (Article 6(1)(a)). The game currently has no advertising or advertising tracking.

Payments and virtual items

Paid offers are available through the relevant store when purchases are enabled there. Google Play, the Apple App Store or Steam processes payment details. We use product identifiers, information needed to validate a transaction or receipt, purchase status and entitlement grants. We do not receive full payment-card numbers or security codes.

We record whether crystals were bought or earned while showing a combined player balance. Paid purchases do not grant XP. Where we need to issue our own invoice, we use Számlázz.hu. A store purchase does not automatically result in a separate invoice issued by us.

Who receives information

Unity Gaming Services processes necessary cloud game data for us, including authentication, Cloud Save and Cloud Code. The platforms may also act as independent controllers for their own store, payment and account services. A Unity Player Accounts sign-in account is a separate service from your Duel of Wizards game profile.

This website is hosted through OpenAI Sites and its Cloudflare infrastructure, which may process technical information needed to deliver and secure the site. Necessary support-email and invoicing providers, authorised staff and, where required, public authorities only receive information needed for their role.

We do not sell personal information or disclose it to advertisers. Opponents can see your game name and information needed for the duel, not your sign-in or payment details.

International processing

Global stores and cloud providers may process information outside the European Economic Area. Applicable transfer safeguards, such as adequacy decisions or standard contractual clauses, depend on the provider agreement and applicable law. Contact us for details of a particular transfer and a copy of the relevant safeguards.

Retention

Active profiles and progress remain while the account is used, or until deletion is carried out. Local saves remain until deleted in the app or removed with that device’s application data. Cloud deletion cannot reach local files on another device.

After completed deletion, a minimal technical receipt prevents abuse and repeat processing: a one-way hash of the player identifier, process status and timestamps. It contains no deck, balance or player name. The next automatic server cleanup removes it after the 30-day retention period expires. Interrupted deletion information remains as needed to finish the process.

Unity Cloud Code operational logs are available for 7 days under the provider’s current policy. We retain support and privacy correspondence until resolution and for up to 1 year afterwards; where a dispute or legal duty requires longer retention, we retain only what is necessary for the required period. Accounting documents we are legally required to hold may require at least 8 years’ retention. Platforms apply their own retention rules to their independent records.

Deletion and your rights

You can request access, correction, erasure and restriction, and data portability where legally applicable. You can object to processing based on legitimate interests and withdraw consent at any time. Some online functions cannot be provided without the necessary data.

Supported game versions let you start deletion in the Account menu. You can also request deletion without the app by emailing support@duelofwizards.com. See the Delete game account page for the steps. We only request identification necessary to establish that you are entitled to control the account.

We respond to privacy requests without undue delay and normally within one month. If a lawful extension is needed, we explain it and its reason. You may complain to Hungary's NAIH (naih.hu), your local data-protection authority or a competent court.

Young players

The game targets ages 12 and up; store age ratings may differ by country. A 12+ label does not replace local privacy or contractual age requirements. Where parental permission or approval is required for an online account or purchase, it must be obtained. Parents can contact support for help or deletion. We do not use behavioural advertising in the game.

Website and updates

You do not need a separate browser-game profile to view this website. We do not install marketing or audience-measurement cookies; hosting security may use necessary technical storage. External stores and service websites have their own notices.

We update this page for material changes and notify players in the app or by another appropriate method. Effective: 24 November 2026. Version: 1.1.

Related pages

Unity privacy
Google privacy
Apple privacy
Steam privacy
NAIH

Delete your game account

Request deletion of your Duel of Wizards game account and associated game data, even if you no longer have the app installed.

www.online.duelofwizards.com/account-deletion

Delete in the game

Open Account / The mage's account, then choose Delete game account. Read the consequences, tick the confirmation and select Permanently delete game account. Guest profiles are supported too. If your version does not yet show this button, use the email option below.

Stay online until you receive confirmation. The process removes cloud game data in several steps and then deletes the game's sign-in identity. If interrupted, use Continue deletion; contact us if you cannot resume. Once deletion begins, the old profile can no longer be used to play.

Request deletion without the app

Email support@duelofwizards.com with the subject "Duel of Wizards – game account deletion". Include your player ID if known, in-game name, platform and sign-in provider. Use the email linked to the account where available. You do not need to invent missing information; tell us if you do not know it.

We delete after the necessary account-ownership verification. We do not ask for passwords or full payment-card details. We normally respond within one month and explain any lawful extension. The button on the website opens your email application: you must send the request there.

What is removed

The cloud game profile, XP, crystals, purchased or earned in-game entitlements, heroes, cards, decks, rewards and related matchmaking information. We remove the deleted player's identifiers and personal profile details from shared duels; the opponent's own results may remain.

Successful in-app deletion also removes campaign and tutorial saves from that device. Local data on another device must be removed on that device. Uninstalling the app alone does not delete the cloud account.

What may remain

Your Google, Apple, Steam and separate Unity Player Accounts accounts remain. We cannot erase the platforms' purchase and accounting records. Our legally retained documents, necessary dispute records and the short technical deletion receipt described in the privacy notice may remain. See the Privacy notice for details.

Deletion is permanent

We do not restore progress or spent virtual items from a deleted game profile. Deletion does not automatically request a refund and does not restrict your statutory consumer rights. Contact the store that processed the purchase for a refund request. Deleting your separate Unity sign-in account is another action and may affect other games.

Related pages

Manage Unity Player Accounts

Delete Unity Player Accounts

Duel of Wizards

Terms of use

Essential terms for using the Duel of Wizards digital game. Effective: 24 November 2026.

www.online.duelofwizards.com/terms

Provider and contact

The game owner and provider is Alec Media és Design Solution Kft., publisher brand ZATAK FORGE. Registered address: 4031 Debrecen, Derék utca 18. 2. em. 17., Hungary. Company registration: 09-09-036693; tax number: 32739853-1-09. Support and complaints: support@duelofwizards.com.

Using the game

You receive a personal, non-exclusive, non-transferable right to use the game as intended, subject to mandatory legal exceptions. Your account and virtual purchases do not transfer ownership of the game or its artwork. The platform’s separate terms also apply.

The game targets ages 12 and up. If local law requires parental or guardian involvement to enter a contract or authorise particular data processing, that involvement is required. Only make purchases with the appropriate authority.

Accounts saves and fair play

Keep sign-in information secure. Recovery of an unlinked guest account may be limited. Local campaign saves differ from the cloud profile; check which data transfers before changing devices.

Cheating, unauthorised automation, using another person’s account, deliberately disrupting the service and infringing others’ rights are prohibited. We may take necessary and proportionate measures against abuse; you can dispute them through support. Account deletion does not by itself prevent lawful claims.

Purchases and crystals

Payments use Google Play, the Apple App Store or Steam where purchases are available in the relevant release. Before confirmation, the store shows the price, currency and taxes payable. Crystal packs are repeatable one-time purchases, not subscriptions.

Crystals and virtual content are for use in the game and cannot be redeemed for cash. Buying or converting currency does not grant new XP. Balances do not expire simply with time, but permanent account deletion removes them. Conversion of XP, blue and violet crystals and current prices are shown in the game before confirmation; only whole units are credited and remainders are retained.

Refunds and consumer rights

First request a refund through the store that processed your purchase. Applicable law and store rules determine eligibility. Statutory remedies for defective digital content remain available. We do not impose a blanket no-refunds rule.

A withdrawal right for immediately supplied digital content can end only where all legal conditions, including any required prior express consent and acknowledgement, have been met. The purchase flow handles the required declaration; merely reading these terms does not waive that right. We respond to written consumer complaints within applicable legal deadlines.

Updates availability and remedies

The game may receive fixes, balance changes and maintenance. These do not override mandatory rights relating to purchased digital content. We do not promise uninterrupted access or limit liability that cannot lawfully be excluded.

Hungarian law governs these terms without removing mandatory consumer protections or remedies available under the law of your habitual residence. Consumers may also use a competent alternative-dispute-resolution body or court. We provide appropriate notice of material changes. The Privacy notice explains personal-data processing.

Related pages

Google Play refunds

Apple refunds

Steam refunds