KiritoShop

OFFICIAL PRIVACY POLICY

Official Website: www.kiritoshop.store
Official Email: support@kiritoshop.store
Effective / Last Updated: May 15, 2026

Platform Operator: KiritoShop Digital Services	**Scope of Service:** E-commerce & Game Credits Top-Up
Legal Jurisdiction: Kingdom of Cambodia	**Payment Methods:** KHQR / ABA PayWay Gateway Integration

1. INTRODUCTION

KiritoShop (operating at **www.kiritoshop.store**) is a specialized digital platform for game top-ups, game credits, in-game currencies (diamonds, coins, Robux), and related digital entertainment products based in the Kingdom of Cambodia. This Privacy Policy outlines clearly how we collect, store, process, utilize, and safeguard your personal information when you visit or interact with our website and purchase our services. We are fully committed to protecting your personal data and ensuring compliance with all applicable laws and banking regulatory standards.

2. ACCEPTANCE AND CONSENT

By accessing, browsing, registering an account, or conducting any purchase transaction on our website, you expressly acknowledge that you have read, understood, and agreed to be bound by all terms, practices, and guidelines detailed in this Privacy Policy.

> **Important Notice:** If you do not agree with this policy or any subsequent amendments, you must immediately discontinue using our website and refrain from transmitting any personal information or making payment transactions through our system.

3. INFORMATION WE COLLECT

A. Information Provided Directly by the User:

Category	Specific Data Elements & Examples
Contact Information	Full name, email address, mobile phone number, Telegram username (if applicable).
Game Account Information	Game User ID (UID), Zone/Server ID, in-game character name (for delivery fulfillment).
Order Records	Unique Order ID, product/package selected, transaction amount, date and timestamp.
Payment Verification Data	Payment confirmation receipts, Transaction Reference IDs, KHQR Reference numbers.
Customer Support Communications	Inquiries, ticket logs, refund requests, dispute notes, and customer service chats.

B. Information Collected Automatically (Technical & Usage Data):

- Internet Protocol (IP) address, approximate geographic location (city/country level).
- Browser type, browser version, device hardware specifications, and operating system.
- Session identification cookies, authentication tokens, and security telemetry.
- Pages viewed, interaction duration, referring websites, and navigation flow timestamps.

4. HOW WE USE YOUR INFORMATION

We process your personal information strictly for legitimate commercial, legal, and operational purposes:

- To process, fulfill, and deliver digital game top-ups directly to your specified Game UID in a timely manner.
- To verify electronic transactions, confirm fund receipt via KHQR / ABA PayWay, and issue invoices.
- To dispatch automated order notifications, status updates, and digital receipts to customers.
- To provide prompt customer support, resolve dispute tickets, and troubleshoot delivery concerns.
- To detect, prevent, and mitigate fraud, unauthorized account takeovers, and fraudulent payment activities.
- To analyze platform uptime, audit system security, and continuously improve website performance.
- To communicate administrative notices, security alerts, and relevant service modifications.

5. PAYMENT SECURITY AND FINANCIAL INFORMATION

All payment transactions conducted on KiritoShop are processed through the national standard **KHQR** and licensed, regulated payment gateways in Cambodia, including **ABA PayWay**. KiritoShop does not store, process, or have direct access to your private bank account numbers, PINs, or credit/debit card details. We only receive verified transaction metadata (such as Transaction Reference ID, transaction amount, and timestamp) to confirm valid order payments.

> ⚠️ **Strict Financial Security Protocol — KiritoShop will NEVER under any circumstance request:**
>
> - Passwords or login credentials to your personal game accounts or email addresses.
> - One-Time Passwords (OTP) delivered via SMS, banking apps, or mobile wallets.
> - Your debit/credit card CVV/CVC, ATM PIN, or mobile banking login credentials.
> - Remote desktop access, screen sharing, or software installations on your device.
>
> *If you ever encounter any individual or communication claiming to represent KiritoShop and requesting such credentials, do not comply and immediately report the incident to support@kiritoshop.store.*

6. LOG FILES AND SYSTEM AUDITING

KiritoShop adheres to standard automated server logging procedures. These logs capture visitor IP addresses, browser specifications, Internet Service Provider (ISP) routing, referring and exit pages, platform timestamps, and hit counts. These server logs are utilized strictly for cybersecurity auditing, traffic trend analysis, infrastructure management, and anti-fraud monitoring. Server logs do not contain direct personal identification details.

7. COOKIES AND TRACKING TECHNOLOGIES

Cookies are small data files stored on your local browser by our web server to enhance user navigation and remember preferences. We deploy cookies for the following operational needs:

- Preserving user session states and authentication security.
- Remembering user language preferences and default display currency (USD / KHR).
- Analyzing anonymous web traffic patterns and feature utilization to optimize site responsiveness.

Users maintain full authority to reject or purge cookies through individual browser settings; however, disabling essential cookies may degrade specific transactional functionalities on the website.

8. THIRD-PARTY DISCLOSURES AND DATA SHARING

KiritoShop operates under an uncompromising principle: **We do not sell, rent, trade, or commercialize your personal information to any third party**. Data is disclosed only to verified third-party partners strictly necessary for executing core platform services:

Authorized Third Party	Specific Purpose & Lawful Basis
Payment Processors (KHQR / ABA PayWay)	Validating, authenticating, and settling digital payment transactions securely.
Game Publishers & Top-up Suppliers	Submitting Game UID and server numbers to credit game balances to player accounts.
Cloud Hosting Providers	Encrypted database storage and reliable server infrastructure under enterprise SLAs.
Security & Threat Mitigation Services	Monitoring against DDoS attacks, automated malicious bot networks, and fraud.
Legal Authorities & Law Enforcement	When mandatory compliance is required by binding court orders, warrants, or Cambodian law.

All authorized service providers are contractually bound by rigorous non-disclosure agreements and international information security protocols.

9. DATA SECURITY AND TECHNICAL SAFEGUARDS

We maintain robust technical, organizational, and physical security measures designed to protect your data against unauthorized access, accidental destruction, loss, alteration, or unlawful disclosure:

- Transport Layer Security (TLS/HTTPS) 256-bit encryption for all data transmitted between client browsers and our servers.
- Strict Role-Based Access Control (RBAC) ensuring only vetted, authorized administrative personnel can access order data.
- Irreversible cryptographic hashing (such as bcrypt) for internal sensitive authenticators.
- Continuous automated server monitoring, firewall defenses, and real-time anomaly detection.

> **User Self-Protection:** While we enforce enterprise-grade security protocols, no method of digital transmission or storage is invulnerable. Users must exercise due diligence by safeguarding their personal credentials and avoiding public sharing of transactional references.

10. DATA RETENTION SCHEDULE

KiritoShop retains personal data only for as long as strictly necessary to fulfill business obligations, tax records, and legal compliance:

- **Completed Order Records:** Retained for twelve (12) months for dispute resolution, accounting reconciliations, and merchant reporting.
- **Payment Proofs & Transaction Ref Records:** Retained for twelve (12) months to satisfy financial audit and bank compliance requirements.
- **Technical Server Logs:** Retained for ninety (90) days for infrastructure security monitoring.
- **Customer Support Records:** Retained for twelve (12) months to maintain service quality and continuity.

Upon expiration of the designated retention period, all associated records are irreversibly deleted from our primary servers or converted into anonymized analytical metrics.

11. USER DATA RIGHTS

Under our privacy governance framework, users possess established rights regarding their personal records:

- **Right to Access:** The right to request an official copy of the personal data we hold regarding your account.
- **Right to Rectification:** The right to demand correction of inaccurate, outdated, or incomplete records.
- **Right to Erasure:** The right to request data deletion where retention is no longer mandated by applicable financial audit laws.
- **Right to Object:** The right to opt-out of promotional communications and marketing notices.

To exercise any of these statutory rights, please submit a written inquiry to our compliance department at **support@kiritoshop.store**. We verify and resolve requests within **seven (7) business days**.

12. CHILDREN'S AND MINORS' PRIVACY

KiritoShop's commercial offerings are not directed toward children under eighteen (18) years of age without explicit parental or legal guardian consent and oversight. We do not knowingly or intentionally solicit or collect personal records from minors. If a parent or legal guardian discovers that a minor under their custody has transmitted personal details to our service without authorization, please notify our team immediately so we can execute immediate purging of such records.

13. POLICY MODIFICATIONS AND NOTIFICATIONS

We reserve the right to amend, revise, or update this Privacy Policy at our discretion to accommodate statutory legal revisions, technological enhancements, or updated operational models. When material changes are introduced, we will alert platform users through:

- Prominent notification banners posted on the website landing pages.
- Updating the "Effective / Last Updated" date exhibited at the top of this document.

Your continued use of KiritoShop following any posted policy adjustments signifies full acknowledgment and acceptance of the revised terms.

14. OFFICIAL CONTACT INFORMATION

For formal compliance inquiries, merchant review communications, or general questions regarding this Privacy Policy, please contact our designated team through the channels below:

Business / Operating Entity	KiritoShop Platform
Official Website Domain	www.kiritoshop.store
Dedicated Support Email	support@kiritoshop.store
Customer Support Operating Hours	24 Hours / 7 Days a Week (24/7 Service)
Jurisdiction & Location	Kingdom of Cambodia

Official Banking Compliance Document
Prepared For: ABA Bank / ABA PayWay Merchant Integration & Onboarding Team
Purpose: Electronic Payment Gateway Compliance & Merchant Verification

Authorized Representative of KiritoShop
Reviewed, Approved, and Verified for Production
Date: May 15, 2026