

Privacy Policy for Konetic

Effective Date: August 31st, 2025

This Privacy Policy applies to the Konetic™ mobile application (the "App"), a proprietary business tool developed by Konami Gaming, Inc. While the App may be available for download from a public app store, it is not intended for public use. Access to the App is secured and restricted to authorized employees and partners of our client organizations who have been granted specific credentials.

Konami Gaming, Inc., as the developer of the App, does not collect any Personal Data through the application. The App is used solely by the end-user customer on a firewall-protected internal network. The end-user customer manages and controls any Personal Data, and all data privacy practices are governed exclusively by the end-user customer's own Data Privacy policies.

1. Introduction and Scope

This policy describes how the Konetic mobile application accesses, utilizes, and protects information. By using the App, you agree to the practices described in this policy.

2. Information Accessed and Used by the App

The App is designed to access and utilize existing customer data stored within SYNKROS®. When you use the App, it provides you with access to the following types of information stored within the organization's SYNKROS system:

- **Authentication Information:** While not stored, your unique SYNKROS login credentials and device ID to verify your identity and authorize your access to the App.
- **Customer Profile Data:** Information from SYNKROS, including but not limited to:
 - Full name and contact information (phone number, email address).
 - Demographic information.
 - Loyalty program details and tier status.
 - Guest preferences and historical interactions.
- **App Usage Data:** Information about how you interact with the App, such as features used, time of use, and any actions performed within the App. This data is used for performance monitoring and to improve the App's functionality.

3. How the App Enables the Use of Information

The information accessed and used through the App serves the following purposes:

- **To Facilitate Customer Service:** To enable authorized personnel to provide personalized service.
- **To Enhance Guest Experience:** To understand and anticipate guest needs, allowing for the delivery of tailored services, promotions, and communication.
- **For Internal Business Operations:** To monitor App performance, analyze usage patterns, and perform other internal business functions.

4. Data Security

The security of the data accessed through this App is of paramount importance. The Konetic mobile application implements a variety of security measures to protect the information accessed through the App, including:

- **Restricted Access:** The App is not publicly available. Access is granted only to authorized individuals via a secure QR code.
- **Encryption:** Data transmitted to and from the App is encrypted to prevent unauthorized access.
- **Authentication:** All users must be authenticated and authorized to access specific data.
- **Compliance with Standards:** Konetic is designed to help organizations comply with data security standards

5. Data Retention

Information accessed and used through the App is subject to the data retention policies of the organization that has granted you access to this App. All customer data is retained by the client for as long as necessary to fulfill the purposes for which it was collected, as required by law, and as outlined in their own privacy policy.

6. Your Responsibilities

As an authorized user of the App, you are responsible for maintaining the confidentiality and security of the information you access. You must not share your login credentials or allow unauthorized individuals to use the App. Any access or use of customer data outside of the scope of your employment or partnership is a violation of the terms under which this App is provided and is subject to the policies of the organization that has granted you access.

7. Changes to this Policy

This policy may be modified at any time. Changes will be posted on this page and communicated to you via the App or other means. Your continued use of the App after any changes signifies your acceptance of the updated policy.

8. Contact Us

To ask questions or comment about this privacy policy and our privacy practices, contact us at:

585 Konami Circle

Las Vegas, NV 89119

<https://www.konamigaming.com/contact-support/contact-us>